Important Cisco WebEx Changes Impacting WebEx APIs

Cisco is introducing a number of changes to the WebEx® platform that may impact Cisco® WebEx users and have an effect on integrated third-party applications. This document provides details on these changes, discusses what product functionality may be impacted, and addresses the modifications customers will need to make to their sites to continue working with WebEx services.

Frequently Asked Questions

Q. When will the changes take effect?

A. These changes are currently deployed to all customer sites but not enforced. Changes will be enforced for all customers **on December 5, 2014 between 7:00 p.m. and 11:59 p.m. PST.** Customers are required to make changes in their integration before that time. Cisco strongly advises to make changes several weeks ahead of this timeline to ensure sufficient time for testing.

Q. Can these changes be enabled prior to December 5, 2014?

A. Yes. Customers may contact their Cisco Customer Success Manager (CSM) to request that these changes be enabled.

Q. Should the changes be enabled on my production WebEx site right away?

A. If you have a Developer test site, Cisco recommends enabling and testing the changes there prior to enabling on your production WebEx site.

Q: How do I sign up for a test site?

A: Dedicated development sites are included with the Cisco Gold Developer Plan. For further help, please contact your CSM.

Q. Why does Cisco make changes which require updates to the meeting client or that cause impact to APIs?

A. Cisco is committed to security for every customer and continues to invest in methods to identify and manage security threats to WebEx services. Security enhancements, including those which require meeting client downloads or API updates, are delivered as needed, and efforts are made minimize business impact whenever possible.

Q. Will Cisco make additional changes in future releases?

A. Cisco will continue to make updates as part of our ongoing commitment to security. Cisco will provide sufficient notification to our customer base and provide time for client upgrades or API change. We encourage customers to comply with all critical security fixes as quickly as possible.

Q. What options are available for customers who would like to extend the deadline for making changes to their sites?

A. The enforcement deadline cannot be extended.

Q. Which WebEx versions are impacted?

A. Impacted WebEx versions include WBS27.x, WBS28.x and WBS 29.x

Q. Which WebEx APIs are impacted by the SSL requirement?
A. All APIs are impacted.

Q. Which WebEx APIs are affected by the removal of local WebEx account passwords?
A. The following APIs are impacted: *CreateUser*, *SetUser*, and Login Module

CreateUser XML API

- When creating a Host/Attendee user, <password> will still be required, but <password> will be set to empty in the database
- When creating an Admin, <password> will be saved as before
- Enhancement - when creating new Host/Attendee, user will now receive a 'Welcome' email

SetUser XML API

- When changing role from Admin to Host/Attendee, <password> will be cleared
- When changing role from Host/Attendee to Admin, API caller is required to input <password> to be saved in the database
- When setting a Host/Attendee user without a role change, save <password> as empty in the database
- When updating Host/Attendee accounts, *SetUser* will ignore *resetPassword* and *forceChangePassword* inputs
- When updating Admin accounts, *SetUser* will ignore *forceChangePassword*, but will allow *resetPassword*

Login

- Admin can still authenticate with <password> or <session ticket>
- Hosts or Attendees cannot log in with <password>, only with <session ticket>; if user enters password an exception error 030083, 'Session Ticket is Required' will be thrown

Q. Where can customers get more information on actions required to comply with the removal of WebEx account password requirements?
A. The link below provides options on API authentication with SAML SSO:
Please refer to the **Developer Guide**.

Q. Which WebEx APIs are affected by the requirement to re-authenticate?
A. The following APIs are impacted: *SetUser* XML API as well as the URL APIs.

Set User XML API

- Administrators can still make changes using an XML API to passwords and email addresses with <password> or <session ticket>
- Hosts or Attendees must make changes to passwords and email addresses using XML API with <password>. If a Host or Attendee user tries to change a password or email address using XML

API with <session ticket> an exception error ID = 030084 will be thrown that states, “Require input password to do authentication while update email or password.”

URL APIs

Table 1 outlines the URL API commands before and after the change.

Table 1 - URL APIs

Commands		Before the Change	After the Change
p.php?AT=LI	Update Email	Attendees or Hosts can update email addresses with a valid session ticket (SK)	For an Attendee or Host to update an email address, a valid password must be provided
	Example	Step 1: Log in Step 2: Provide new email address https://go.webex.com/go/p.php?AT=LI&WID=jzc&PID=webexpartner&EM=435342admin@a.com&SK=[validSession Ticket]	Step 1: Log in Step 2: Provide new email address https://go.webex.com/go/p.php?AT=LI&WID=jzc&PID=webexpartner&EM=435342admin@a.com&PW=[validpassword]
p.php?AT=EU	Update Password	After the Attendee or Host logs in, they have the ability to update their password	After Attendee or Host logs in, they do not have the ability to update their password, unless they provide their old password. (Does not apply to Site Administrator)
	Example	Step 1: Log in with user name: micky Step 2: https://go.webex.com/go/p.php?AT=EU&WID=micky&PID=webexpartner&NPW=[new password]	Step 1: Log in with user name: micky Step 2: https://go.webex.com/go/p.php?AT=EU&WID=micky&PID=webexpartner&NPW=[newpassword]&PW=[micky’s old password]
	Update Email	After Attendee or Host logs in, they can update their own email address	After Attendee or Host logs in, they cannot update their own email unless they provide a valid password. (Does not apply to Site Administrator)
	Example	Step 1: Log in with user name: micky Step 2: https://go.webex.com/go/p.php?AT=EU&WID=micky&PID=webexpartner&NEM=[new email address]	Step 1: Log in with user name: micky Step 2: https://go.webex.com/go/p.php?AT=EU&WID=micky&PID=webexpartner&NEM=[new email address]&PW=[micky’s old password]

If you have any questions, need support, or would like to provide feedback or discuss the latest release, Cisco WebEx Global Support Services and Technical Support can be reached through our support site at http://support.webex.com/support/support-overview.html or by phone at +1-866-229-3239 or +1-408-435-7088.

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